

FCC Form 481 - Carrier Annual Reporting
Data Collection FormFCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2015

<010> Study Area Code	250316
<015> Study Area Name	RAGLAND TEL CO
<020> Program Year	2017
<030> Contact Name: Person USAC should contact with questions about this data	Stephanie Jackson
<035> Contact Telephone Number: Number of the person identified in data line <030>	2054722141 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	stephaniejackson@ragland.net

Received & Inspected

JUN 30 2016

FCC Mailroom

Form Type 54.313 and 54.422

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**(100) Service Quality Improvement Reporting
Data Collection Form**

 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	250316
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<039>	Contact Email Address - Email Address of person identified in data line <030>	stephaniejackson@ragland.net

<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>		(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

250316a1112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Not Applicable
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Not Applicable

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[illegible]

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**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
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July 2013

<010> Study Area Code

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<015> Study Area Name

RAGLAND TEL CO

<020> Program Year

2017

<030> Contact Name - Person USAC should contact regarding this data

Stephanie Jackson

<035> Contact Telephone Number - Number of person identified in data line <030>

2054722141 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

stephaniejackson@ragland.net

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

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(400) Number of Complaints per 1,000 customers
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stephaniejackson@ragland.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

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[500] Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<02>	Program Year	2017
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<03>	Contact Telephone Number - Number of person identified in data line <03>	2054722141 ext.
<03>	Contact Email Address - Email Address of person identified in data line <03>	stephaniejackson@ragland.net
<50>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
<51>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	250316a1510.pdf

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**(600) Functionality in Emergency Situations
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<039> Contact Email Address - Email Address of person identified in data line <030>	stephanie.jackson@ragland.net
<600> Certify compliance regarding ability to function in emergency situations	Yes
<610> Descriptive document for Functionality in Emergency Situations	250316a1610.pdf

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FCC Form 481
OMB Control N
July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

250316

BRAGLAND TEL CO

2017

Stephanie Jackson

2054722141 ext.

stephaniejackson@ragland.net1/1/2016teSingle State-wide Residential Local Service Charge[illegible]

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[illegible]

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stephanie.jackson@ragland.net
<810>	Reporting Carrier	Ragland Telephone Company, Inc.
<811>	Holding Company	Ragland Telephone Company, Inc.
<812>	Operating Company	Ragland Telephone Company, Inc.

[illegible]

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No

<910> Tribal Land(s) on which ETC Serves

Name of Attached Document

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning.
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

[illegible]

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**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<1000>

Voice services rate comparability certification

Yes

250316all1010.pdf

<1010>

Attach detailed description for voice services rate comparability compliance

Name of Attached Document

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1020>

Broadband comparability certification

<1030>

Attach detailed description for broadband comparability compliance

250316all1030.pdf

Name of Attached Document

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**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**FCC Form 481
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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

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(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stephaniejackson@ragland.net

250316all1210 .pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP http://www.ragland.net/docs/Lifeline_Online_Disclosures_for_Ragland.pdf

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

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(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

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July 2013

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2054722141 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>

stephaniejackson@ragland.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1

2016 certification, this applies to Round 2 recipients of Incremental Support

<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1

2016 certification, this applies to Round 1 recipients of Incremental Support

<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.

<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2024A> Round 2 Recipient of Incremental Support?

<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.

<2025A> Round 1 or Round 2 Recipient of Incremental Support?

<2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

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(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan
Carrier certifies to 54.313(f)(1)(iii)

(3009)			Yes - Attach Certification
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}		250316a13010.pdf
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	Yes - Attach New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	250316a13012.pdf
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	250316a13017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

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(3005) Rate Of Return Carrier Additional Documentation (Continued)
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stephanie.jackson@ragland.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

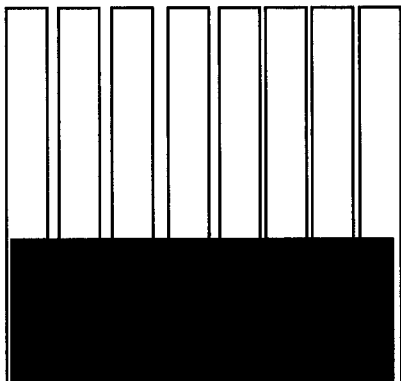
(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



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Name of Attached Document Listing Required Information

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information _____

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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: RAGLAND TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/28/2016
Printed name of Authorized Officer: Stephanie Jackson	
Title or position of Authorized Officer: Vice-President	
Telephone number of Authorized Officer: 2054722141 ext.	
Study Area Code of Reporting Carrier: 250316	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: 06/28/2016
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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Attachments

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FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

stephaniejackson@ragland.net

<702> Single State-wide Residential Local Service Charge

<703>

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FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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Ragland Telephone Company

54.313 Compliance Report

Progress Report For The Year Ending 12/31/2015

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Response to Line 510

Pursuant to 47 C.F.R. § 54.313(a)(5) and 47 C.F.R. § 54.422(b)(3), Ragland Telephone Co., Inc. certifies that it is in compliance with applicable service quality standards and consumer protection rules, including those rules governing the treatment of Customer Proprietary Network Information ("CPNI") and the Red Flag rules. Ragland Telephone Co., Inc. provides Red Flag and CPNI training to all new employees and conducts annual reviews regarding Red Flag and CPNI procedures for all existing employees. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand their obligations regarding adherence to these rules. Ragland Telephone Co., Inc. has posted information regarding CPNI on its website and requires all subscribers to complete an authorization form and obtain a password for disclosure of customer account information.

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Response to Line 610

47 CFR 54.202(a)(2) provides that, to be designated as an ETC, a carrier must demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

Functionality in Emergency Situations:

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4), as set forth in 47 C.F.R. § 54.202(a)(2), Ragland Telephone Co., Inc. meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to Ragland Telephone Co., Inc.'s central office by a diesel generator with fuel to run for over 30 days and battery plant capable of powering the central office for over 8 hours. Ragland Telephone Co., Inc.'s remote offices and field gear have emergency stand-alone capabilities that allow for customers to continue to receive dial tone during any emergency outages. Ragland Telephone Co., Inc. also has redundancy technology (such as SONET and ringed IP transport) deployed in its network and further has the capabilities to reroute traffic should its facilities become damaged. Ragland Telephone Co., Inc. is prepared and capable of managing traffic spikes resulting from emergency situations. Ragland Telephone Co., Inc. has developed internal emergency procedures to properly respond to emergency situations as they arise.

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Ragland Telephone Co., Inc. (SAC – 250316)
Demonstration of Complying with Voice Services Comparability

Ragland Telephone Company hereby certifies that its fixed voice service is no more than two standard deviations above the national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10). The Company has a fixed voice service rate of \$18.00 which is far less than the national average monthly rate of \$41.07.

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Ragland Telephone Company, Inc. (SAC – 250316)
Demonstration of Complying with Broad Services Comparability

Ragland Telephone Company hereby certifies that its broadband service is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(12). Though not priced, the Company currently is able to offer upon reasonable request, broadband service with 10 Mbps download and 1 Mbps upload speed. However, the company has not had any requests at this time. The Company's 4/1 broadband service does come with unlimited use at a rate of \$49.99, so a comparable 10/1 service would be expected to be less than the national benchmark rate of \$75.20 for a 10/1 service.

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LIFELINE ASSISTANCE

What Is Lifeline Assistance?

- Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers. Lifeline Assistance is designed to make basic home telephone service even more affordable for qualified customers.
- If you qualify for Lifeline Assistance, Ragland Telephone Company will discount your local telephone charge by \$12.75 each month.

What Restrictions Apply to the Lifeline Program?

- Lifeline customers may subscribe to any local telephone service plans offered by Ragland Telephone Company, but the discount may only be applied to local telephone charges.
- **Lifeline Assistance is a federal benefit – willfully making false statements in order to receive government assistance can result in a fine or imprisonment or cause the subscriber to be de-enrolled or barred from the program.**
- Lifeline Assistance is only available for one telephone or wireless (cellular) line per household, which is used as the primary residential line.
- For purposes of the Lifeline program, a “household” is defined as any individual or group of individuals who live together at the same address and share in the household’s income and expenses. A household may include related and unrelated persons.
- The household may not receive Lifeline benefits from more than one service provider – that is, if someone in the household receives a Lifeline discount on wireless (cellular) service, the household would not also qualify to receive a discount on home phone service.
- Violation of this “one-per-household” rule is a violation of the rules of the Federal Communications Commission (“FCC”) and will result in the subscriber’s de-enrollment from the Lifeline Assistance program and possible prosecution by the United States Government.
- Lifeline Assistance is also a non-transferable benefit – it is a violation of federal law to rent, sell or give away your Lifeline service to any other individual.

How Do I Qualify for Lifeline Assistance?

Lifeline Assistance is available to residential telephone customers who have an annual household income at or below 135% of the Federal Poverty Guidelines for a household of its size **OR** who participate in any of the following low-income assistance programs:

- ❖ Medicaid
- ❖ Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- ❖ Supplemental Security Income (SSI)
- ❖ Section 8 Federal Public Housing Assistance (FPHA)
- ❖ Low Income Home Energy Assistance Program (LIHEAP)
- ❖ Temporary Assistance for Needy Families (TANF)
- ❖ National School Lunch Program’s Free Lunch Program (NSLP)

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You may also be eligible for Lifeline Assistance even if you do not personally participate in one of these programs, as long as an individual who lives in your household, and for whom you are financially responsible, participates in at least one of these programs.

What Proof of Eligibility Do I Need to Provide?

Qualifying Based on Annual Household Income

If you want to qualify for Lifeline Assistance based on your annual household income, your household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size.

Annual Income 135% Thresholds Based on Household Size								
1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people	For each additional person
\$15,080	\$20,426	\$25,727	\$31,118	\$36,464	\$41,810	\$47,156	\$52,502	+ \$5,346 per person

You must provide proof of your household income at the time that you apply for Lifeline Assistance through one or more of the following:

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Child Support document
- Divorce decree
- Other official document containing income information for at least 3 months time

Qualifying Based on Participation in Low-Income Assistance Programs

If you want to qualify for Lifeline Assistance based on participation in one of the low-income assistance programs, you must provide proof of participation at the time that you apply for Lifeline Assistance with one or more of the following:

- Current or prior year's statement of benefits from a qualifying state or federal program
- A notice letter of participation in a qualifying state or federal program
- Program participation documents, such as a copy of your SNAP card, Medicaid card, etc.
- Other official document evidencing the qualifying person's participation in one of the listed state or federal low-income assistance programs

Ragland Telephone Company will NOT keep a copy of any of the supporting documentation you provide.

Frequently Asked Lifeline Questions

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Q. Can Ragland accept a copy of my paycheck as proof of my income eligibility for Lifeline Assistance?

A. The FCC rules require copies of your paycheck stubs for 3 consecutive months as proof of your income-based eligibility for Lifeline Assistance. A copy of your paycheck is not acceptable.

Q. If I babysit or am self-employed, what is acceptable proof of my income?

A. You may provide a copy of your most recent income tax return as proof of your income.

Q. How can I get a copy of my Social Security Statement of Benefits, as acceptable proof of my income?

A. The Social Security Statement of Benefits is mailed to all recipients annually. You may obtain another copy from your local Social Security office. You should be aware that Supplemental Social Security ("SSI") is not the same as Social Security – SSI is a federal income supplement program for blind and disabled people with little or no income and is not funded by Social Security taxes.

Q. Can I qualify for Lifeline Assistance based on my age?

A. Lifeline Assistance is not awarded based on age. To qualify, you must meet the income guidelines or participate in one of the qualifying low-income assistance programs.

Q. Do I qualify for Lifeline Assistance if I receive Medicare?

A. No. Medicare is not one of the qualifying programs for Lifeline Assistance.

Q. I have recently moved to the area and need telephone service, but I only have a temporary address. Can I apply for Lifeline Assistance?

A. You must provide a permanent residential address and a billing address, if different from the residential address, before you can receive Lifeline Assistance. If you do not have a permanent address (e.g., an address not recognized by the Post Office or a temporary living situation), you must provide a temporary residential service address or other address identifying information. Ragland Telephone Company is required to verify your temporary address every 90 days, until you obtain a permanent address. If you do not respond to Ragland's address verification attempts within 30 days, you may be de-enrolled from Lifeline service.

Q. Can I use a Post Office Box for my address?

A. Ragland can accept a P.O. Box or General Delivery address as your billing address, but not as a residential address.

Q. What must I do if my address changes?

A. If you move to a new address, you must provide your new address to Ragland Telephone Company within 30 days after relocating.

Q. Am I required to notify you of any changes in my income or participation in one of the low-income assistance programs?

A. You must notify Ragland Telephone Company within 30 days if you or the qualifying person in your household no longer participates in the government assistance program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income exceeds 135% of the Federal Poverty Guidelines; or if you no longer qualify to receive Lifeline Assistance for any other reason. You will then stop receiving Lifeline benefits.

Q. Do I need to provide a deposit when I apply for Lifeline Assistance?

A. Customers who do not subscribe to Toll Limitation Service at the time of signing up for Lifeline Assistance may be required to provide a service deposit, consistent with the terms of Ragland Telephone Company's General Subscriber Services Tariff. Ragland offers free Toll Limitation Service to Lifeline customers for any local service plan that charges a fee for toll calls that is in addition to the monthly price of your Lifeline service.

Q. When will the Lifeline discount be included on my telephone bill?

A. The discount will be applied to your account within two billing cycles and will be retroactive back to your approval date.

Q. Why isn't the Lifeline discount still appearing on my bill?

A. The FCC now requires Ragland Telephone Company to verify its Lifeline customers' continuing eligibility for Lifeline Assistance every year. If you did not complete and return the Lifeline Rate Assistance Verification form sent to you by Ragland within 30 days, as required, your Lifeline Assistance was terminated. You must re-apply for Lifeline Assistance in order to receive the discount.

Q. Who can I call if I have questions about Lifeline Assistance?

A. You may call Ragland's customer service representatives at 205-472-2141 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday. You may also contact the Alabama Public Service Commission at 1-800-882-3919 or visit the following websites: www.psc.state.al.us or www.usac.org.

How Do I Apply for Lifeline Assistance?

- You may apply in person for Lifeline Assistance at Ragland Telephone Company's business office, located at 630 Main Street in Ragland, Alabama, between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday.
- You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs.
- If you have questions about Lifeline Assistance, you may call Ragland's customer service representatives at 205-472-2141 during normal business hours.

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**Ragland Telephone (SAC – 250316) Milestone
Certification**

As required in 47 C.F.R. § 54.313(f)(1)(i), Ragland Telephone hereby certifies that it has taken reasonable steps to provide upon reasonable request broadband service at actual speeds of 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity. Although not priced at this time, is reasonably comparable to reasonably comparable offerings in urban areas, and that requests for such service would be met within a reasonable amount of time.

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**Ragland Telephone (SAC – 250316) Community
Anchor Institutions**

As required in 47 C.F.R. § 54.313(f)(1)(ii), Ragland Telephone hereby certifies that there were no new community anchor institutions to which the Company began providing access to broadband services in the preceding calendar year. The reason there are no newly served community anchor institutions is because they were already being served.

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JACKSON THORNTON

CERTIFIED PUBLIC ACCOUNTANTS | CONSULTANTS



T 334 834 7660
F 334 956 5090

P.O. BOX 96
MONTGOMERY,
ALABAMA
36101-0096

INDEPENDENT ACCOUNTANT'S REPORT

200 COMMERCE
STREET
MONTGOMERY,
ALABAMA
36104-2591

The Board of Trustees
Ragland Telephone Company, Inc.
Ragland, Alabama

Report on the Financial Statements

Alabama
Montgomery
Dothan
Prattville
Wetumpka
Tennessee
Nashville

The accompanying financial statements of Ragland Telephone Company, Inc. as of and for the years ended December 31, 2015 and 2014 were not subjected to an audit, review or compilation engagement by us and accordingly, we do not express an opinion, a conclusion, nor provide any assurance on them.

Jackson Thornton & Co. PC

Montgomery, Alabama
March 31, 2016

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E. LANDON CRANE
EDWARD W. SAULS
GEORGE C. SMITH, JR.
E. JERRY MITCHELL
W. TERRY MITCHELL
DENNIS G. FAIR
NED F. SHEPHERD

LUCINDA S. CHAPPELLE
PATTI G. PERDUE
TOMMY R. WEST
THOMAS B. BEDSOLE, JR.
JOHN S. FENDLEY
SUZANNE T. DAVIS
HEIDI H. LEE

RICHARD H. POWELL
RENEE B. HUBBARD
DIANE L. STEINHILBER
RITA O. BROWN
MARTIN A. LEE
GEORGE F. LYNCH
LYVONNIA S. POPPELL

ANTHONY T. GRIGSBY
C. CRENSHAW PRITCHETT, IV
RODRICK B. BALLARD
DENESE B. CULBRETH
J. ROBIN SHORT
CHRIS A. NEUENSCHWANDER
RUSTY J. GOLDEN

JOHNNY P. WEATHERFORD
W. MARK BAKER
JASON B. WELLS
DANIEL R. THOMPSON
J. ROBERT HINES
J. ADAM CAUSEY

Ragland Telephone Company
USDA-RUS
Operating Report For Telecommunications Borrowers
Period Ending 2015

Part A – Balance Sheet

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Ragland Telephone Company

USDA-RUS
Operating Report For Telecommunications Borrowers
Period Ending 2015

Part B – Statement of Income and Retained Earnings or Margins

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Part C – Subscriber (Access Line), Route Mile, & High Speed Data Information

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Part C – Subscriber (Access Line), Route Mile, & High Speed Data Information
Broadband Service

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Part D – System Data

Part E – Toll Data

Part F – Funds Invested In Plant During Year

Part G – Investments in Affiliated Companies

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Part H – Current Depreciation Rates

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Part I – Statement of Cash Flows

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Notes To The Operating Report For Telecommunications Borrowers

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Ragland Telephone Company

USDA-RUS

Operating Report For Telecommunications Borrowers
Period Ending 2015

Certification Loan Default Notes To The Operating Report For
Telecommunication Borrowers

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